



Washington State Department of Printing



...your State Printer
beyond recycling

FY2008 Sustainability Progress Report Narrative

Agency background

The Washington State Department of Printing (PRT) is an entirely self-supporting agency that provides government communication solutions through printing and related services. PRT contributes to statewide results by strengthening government's ability to achieve results efficiently and effectively, and is part of the statewide strategy to provide logistical support for government agencies.

Purpose

PRT's Sustainability Plan was developed to:

- ✔ Meet the requirements of Executive Order 02-03.
- ✔ Measure, document, and report agency progress and results in supporting environmentally and socially responsible practices.
- ✔ Set long- and short-term agency goals to help reverse current natural system declines that threaten the economic health and social vitality of Washington State.
- ✔ Inform and educate government and citizens about PRT's sustainability practices as the state's enterprise provider of printing and related solutions.

Policy Statement



As we all become more informed about environmental concerns, the demand for "green" products and services increases. As Washington's Printer, PRT makes this a priority by minimizing its "carbon footprint." While this elevates some immediate costs (for example, recycled paper is more expensive than virgin), the longer term costs are reduced and we build a more sustainable future for our children – future Washington citizens.

PRT has a strong tradition of recycling, pollution prevention, and socially responsible purchasing, emphasized in the agency's Values, Strategic Plan, and Performance Measures. PRT is dedicated to continued use of sustainable practices to protect the health and safety of customers, employees, and the surrounding community to ensure excellent product quality and provide new opportunities for economic success. Agency strategies include:

- ✔ **Reduce** (use only what's needed) – this goes for internal office use (like fuel, energy, materials, supplies) as well as for job production (manufacturing processes, products, and services).
- ✔ **Reuse** (when possible) – this applies internally and externally, and includes job jackets, confidential cover sheets, pallets, paper scraps, ink shipping cartons, and mailing tubes.
- ✔ **Recycle** (as much as possible to reduce waste) – we do this ourselves and encourage others.
- ✔ **Process/produce responsibly** – this includes using agriculturally based inks and washes (rather than petroleum products or other chemicals).
- ✔ **Educate & market** – provide information and encourage customers, suppliers, and partners to employ sustainable practices and make "green" choices. This includes promoting electronic orders, electronic proofs, and other paperless solutions.

AND here's the really big news: In September 2008, PRT became **the first state printer to be certified by the Forest Stewardship Council (FSC)**! FSC certification takes PRT (and its customers) to an even higher level of global responsibility – ensuring both the well-being of the earth's ecosystem through responsible forestry practices, and the health and well-being of forest workers and their communities. Paper and printing continue to be important tools to help government serve citizens. As the state's enterprise provider of printing and related solutions, PRT takes its leadership role seriously to ensure Washington manages these resources responsibly.



Green Building and Use of Space

Agency Actions and Programs:

- PRT is exploring the feasibility of co-locating with Consolidated Mail Services (CMS), Department of General Administration. This could lead to shared assets and fuel reductions as we partner to serve government.
- PRT's six-year facilities plan includes LEED (Leadership in Energy and Environmental Design) at the Gold or Silver Standard.

Progress to Date:

- PRT centralized operations by moving fulfillment services into long-vacant Department of General Administration (GA) facilities located at the agency's main plant site. PRT's lease with a privately owned company was discontinued and a new lease agreement was made with GA, reducing overall agency lease costs, contributing to savings in the state's cash outflow, and improving the state's capital assets occupancy rate.



Transportation Fuels & Fleet Management

Agency Goals:

- Coordinate four new projects this biennium with CMS and/or the Department of Information Services (DIS) to more efficiently serve customers.

Agency Actions and Programs:

- Increasing coordination with CMS provides products and services to agencies more efficiently.
- Encouraging employee use of the STAR Pass Program and carpooling. Taking advantage of these options is challenging for PRT, as the workforce is small and is made up of multiple work shifts.
- Consolidation of agency operations in 2008 (moving the fulfillment center to the main plant location) is expected to have a small favorable impact on fuel usage.
- Redesigned PRT delivery routes increase fuel efficiency.
- Primary use of PRT's small delivery truck (instead of the big diesel truck) reduces fuel use (the small truck gets twice the gas mileage and can carry most large deliveries).
- Expansion of mail merge, address management, and related services helps avoid transport of undeliverable and duplicate items.
- Fulfillment services minimize transportation of products.
- Redirection of out-of-state printing back into Washington leads to fuel reductions (because of local purchase of raw materials and elimination of trans-state shipping).
- Lease of fuel efficient vehicle from GA in FY2009 will reduce POV miles and related fuel usage.
- Leveraging state buying power to contract for convenience copying to meet nationwide needs of Washington and other government provides local services, avoiding transport of products.

Progress to Date:

- Agency miles driven and fuel use have increased since 2003. This is due to higher workloads from increased customer demands and new government customers.
- Since 2003, personally owned vehicle (POV) miles have decreased more than 24%, while agency owned vehicle (AOV) miles have increased about 46%. Total miles traveled increased about 26%, and overall the agency is using about 5.4 times the amount of diesel and 87% more gasoline than used in 2003.
- The agency's fleet has been cut in half since 2003 (from 8 vehicles down to 4): a 2001 Grumman workhorse, a 1995 Ford truck, a 1997 Ford van, and a 2006 Chevrolet van. As a fully self-supporting agency, the cost of updating vehicles is a challenge. As long as these vehicles reliably meet agency needs, we can't justify increasing product and service costs to update our fleet.



Toxics Reduction:

Environmentally Preferable Purchasing & Paper Consumption

Agency Goals:

- Increase FSC jobs 10% per year.
- 30% or less stocked items (moving more items to Print On Demand and Just In Time Printing).
- 90% of all paper purchased is recycled.
- Introduce three new environmentally friendly materials by 6/30/11.
- Obtain 71 agency agreements to conduct print assessments by 6/30/09.

Agency Actions and Programs:

- Promoting FSC and recycled content products.
- Promoting electronic orders, electronic proofs, and other paperless solutions.
- Influencing customers from virgin to recycled paper options.
- Helping agencies streamline their operations and maximize the state's investment in enterprise print solutions by transitioning their print shops, copy centers, and fulfillment operations to PRT.
- Partnering with other central service agencies (especially CMS) to reduce duplication of state assets and services, and streamline products and services for agencies.
- Contracting on behalf of government for best pricing on products and services that can be provided more efficiently and effectively by outside organizations – leveraging "statewide volumes."
- Implementing a new management information system (MIS) in 2009 to more efficiently manage workflow and track trends.
- Printing standard business cards on recycled paper that is made with 30% post consumer waste, and with energy generated by wind power.
- Beginning to transition some press work to digital color machine.
- As a small quantity waste generator, the agency is exempt from various federal and state reporting. Used water has been tested and deemed environmentally safe.

Progress to Date:

- As a manufacturer in an industry that has historically used harsh chemicals, PRT has already done much to reduce and minimize its “carbon footprint.” This includes:
- Achieving FSC certification in September of 2008.
- Print Assessments and Print Management – discovery & management of agency-wide print. As of 9/30/08, PRT has secured 41 agency agreements to conduct print assessments.
- Using agriculturally based products (made from plants like citrus, corn, and soy) rather than petroleum and other chemicals.
- Using inks and washes efficiently to minimize waste, and sending spent ink and wash to a vendor that converts them into BTUs for use by others.
- Using only recycled paper (30-40% post consumer recycled content) for office use (since before 2003).
- Print On Demand and Just In Time items (printing only what’s needed when it’s needed) reduces outdated document waste & warehouse storage.
- Fulfillment Services (government products hosted on-line for the public) reduces redundant product websites, warehousing, & shipping services.
- Address management services, verification, and list merging – eliminates printing and shipping of undeliverable and duplicate mail, and reduces postage by standardizing addresses & combining mailings.
- Providing 100% recycled envelopes (including window film), and other paper products.
- Continuing to print only what is needed and in duplex for office use.
- Agency paper usage continues to grow because of higher workloads due to increased demand from existing customers, and from new government customers. Because paper is essential to government communication with citizens, the agency will not be able to reduce total paper use (from FY2003) by 30% by September 1, 2009 (FY2009).
- The agency is working with key customers to add options that complement print, such as digital mail and web publishing. This will reduce paper usage over the 2009-2011 biennium.
- Documented Savings:
- Agency partnership with CMS saves the Employment Security Department about \$80,000 a year on their 5208 Tax Form to Employers.
- Print Management documented savings of over \$250,000 last biennium.
- The Department of Fish & Wildlife and the Liquor Control Board have both achieved savings by transitioning to centralized state agency print and mail services.



Energy Consumption

Agency Actions and Programs:

- Lights are turned off when not in use.
- The agency will meet with Puget Sound Energy in FY2009 to explore other energy reduction options.

Progress to Date:

- Verdiem software is used to save energy on personal computers.
- Consolidation of fulfillment services in 2008 with the main plant resulted in a 4.5% (5,200 square feet) decrease in total facility square feet, and may also lead energy efficiencies.
- Opportunities for future improvements are limited.



Water Consumption

Agency Actions and Programs:

- Agency potable water usage has increased about 22% (since 2005) due to increased workloads from higher customer demand and new government customers.



Waste and Recycling Programs

Agency Actions and Programs:

- Comprehensive recycling program includes paper, cardboard, aluminum printing plates, lead pigs, plastic wrap, and ink and toner cartridges. Paper is sorted to maximize the agency's return on recycling, and to minimize waste.
- On-line ordering and electronic proofs are encouraged to eliminate duplication and waste.
- Implementation of new MIS system to manage jobs more efficiently and reduce duplication and waste.
- Practicing and promoting reuse of mailing tubes, pallets, and other items.
- Specialty shipping cartons for ink were recycled in the past – now the agency returns these to the supplier for reuse on agency ink orders.
- Customer education about targeted print communication services – encouraging use increases message delivery effectiveness and reduces waste.
- Sale and/or surplus of unused equipment.
- Fulfillment, Print On Demand, and Just In Time printing services minimize the state's warehouse facilities needs.

Progress to Date:

- Outperforming the printing industry's national average for spoilage (product waste because of mistakes or accidents) by 37%.
- Challenges include:
- Recycled content paper costs more than virgin.
- Limited availability of post-consumer waste content products or product selection.
- Customers may have negative perceptions about paper not made entirely from post consumer waste. With the emphasis on recycling, the more important issue of responsible resource management may be overlooked – most trees harvested for paper pulp are planted for that very purpose. They are crops, a renewable resource.

Documented Savings:

- Agency FY2008 recycling revenues for paper, aluminum, and litho totaled \$107,643.90.
- The agency saves \$1.25 per case of ink ordered by returning ink cartons to the supplier for reuse.



Education and Outreach Efforts

Agency Goals:

- 10 customer education events per year.
- Increase Print to Post newsletter circulation 10% by 6/30/11.

Agency Actions and Programs:

- Sustainability is emphasized as one of the agency's values, and is a major theme in the strategic plan and performance measures. Progress is followed in internal GMAP sessions.
- All-plant meetings and messages, safety meetings and minutes, and The Star (internal newsletter) promote employee awareness and education about sustainability.
- The Print to Post (external newsletter) and special events (including Plant Tours, Customer Forum, Open House, Sustainability Forum, and the National Government Publishing Association {NGPA}'s annual conference – hosted by PRT in 2008) increase awareness and educate partners, suppliers, customers, staff, and other printers about sustainable practices and choices.
- Staff training in FSC chain of custody.
- Expanding sustainable products and services, including FSC jobs, fulfillment, Just In Time, Print On Demand, and joint mailings.
- Staff involvement in daily recycling and other sustainable practices.
- Improved measurement and tracking of sustainable actions and results.



Contact Information

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